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EXECUTIVE DIRECTOR

1201 MAIN STREET, SUITE 800
COLUMBIA, SOUTH CAROLINA 29201
(803) 737-0900

SAMUEL L. WILKINS
DIRECTOR

MEMORANDUM

TO: Human Resources Directors

FROM: Samuel L. Wilkins

DATE: July 12, 2007

SUBJECT: Information Technology Considerations for the NEOGOV E-Recruitment System (Insight)

A number of inquiries have arisen concerning the information technology considerations and implications of the new NEOGOV or Insight E-Recruitment System currently being implemented by the Office of Human Resources. We have responded directly to some questions but are aware that there may be others dealing with the same issues within their respective agencies. The main questions seem to concern the requirements for accessing the system and the possibility of using a scanner to process paper-based applications. We will attempt to respond to those two issues below.

Requirements for Accessing the Insight System.

The only resource required to access the system is a personal computer running Microsoft Internet Explorer version 5.5 or above. The system is a hosted, web-based solution, accessible from anywhere and anytime. There is no need to buy and maintain additional hardware or software beyond the current user workstation configuration approved by the Architecture Oversight Committee.

Scanner Use:

The Insight system is designed to be a paperless system, allowing applicants to access the system through user selected identification codes and passwords to enter personal information, and HR professionals and hiring managers to retrieve appropriately screened, completed electronic applications. If an agency chooses to continue to accept paper-based applications, the agency will be responsible for the storage and retrieval of those applications outside of the Insight

system. The system does allow for the storage and retrieval of electronic *attachments* to applications, (e.g., resumes, cover letters, etc.); correspondence received via email and documents scanned via whatever local workstation scanning capabilities the agency possesses can be attached to the file of an individual applicant. This functionality is optional; there is no requirement of the system that hardcopy applications be accepted. Therefore, procedures for the acceptance, storage, and retrieval of paper-based applications, if desired, will need to be handled by each agency, as appropriate, in a manner similar to the way agencies handle paper applications now. If NEOGOV's prior history is predictive, the number of paper applications should diminish substantially over a relatively short period of time. While the Insight System does have an Intelligent Character Recognition (ICR) Scanning component, that function is an additional cost optional component, and is not part of the OHR implementation.

A number of other technical questions have arisen, including inquiries regarding future considerations for access by other non-Microsoft Internet browsers, and potential "single sign-on" capabilities. I have asked Sam Jones, the Budget and Control Board's Internal CIO to serve as a central clearinghouse for these and other technical questions that may arise. Sam will receive the questions, determine whether a resolution already exists or whether the question needs to be asked of NEOGOV, and will be responsible for coordinating the response with OHR and the inquiring agency. We will also add all relevant questions to our Frequently Asked Questions (FAQs), which will be accessible online. Please submit any such inquiries to Sam at his email address: sljones@oed.sc.gov.